

**PRELIMINARY AMENDMENT FOR CONTINUING APPLICATION
(CONTINUATION, DIVISIONAL, OR CONTINUATION-IN-PART)**

First Named Inventor Prem Uppaluru

Title POINT-OF -PRESENCE CALL CENTER MANAGEMENT SYSTEM

Attorney Docket No. 3924P001DC

Parent Application:

First Named Inventor Prem Uppaluru

Title POINT-OF -PRESENCE CALL CENTER MANAGEMENT SYSTEM

Application No. 09/433,640

Examiner: Hoosain, A.

Filing Date November 3, 1999

Group Art Unit: 2645

Applicant(s): If the present patent application is a Continuation, Divisional, or Continuation-In-Part application under 37 CFR § 53(b) of a parent application, then submit this Preliminary Amendment to the PTO. Please insert the appropriate claim for priority, listing the entire chain of priority.

To: Assistant Commissioner for Patents

Washington, D.C. 20231

Sir:

Please enter the following preliminary amendment for the present patent application.

IN THE SPECIFICATION:

At page 1, paragraph 0001, please replace the current paragraph with the following:

-- The present patent application is a

 X Continuation Divisional Continuation-in-part (CIP)

of prior application no. 09/433,640, filed November 3, 1999, entitled POINT-OF-PRESENCE
CALL MANAGEMENT SYSTEM

which is a continuation/ X divisional/ CIP of prior application no. 09/249,395 filed 2/12/99, now U.S. Patent 6,011,844 issued 1/4/00 which claims priority to Provisional Application No. 60/090,091 filed 6/19/98.

1/15/02
Date


Signature

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